# Frequently Asked Questions



## 1. What can I do if I forget my password?

If you already have an *eGrants* account and you forget your password, you must reset your password.

**1** Go to the Corporation's website at *www.nationalservice.org*. Click the **eGrants** button.

**2** Click the **Forgot Password** button.

The Reset Password screen will be displayed.

**3** Enter the correct information.

A confirmation screen will be displayed, and your new password will be sent to you by email.

For more information, go to **Section 2.2** of the *eGrants Manual*.

## 2. What can I do if I cannot access or connect to *eGrants*?

If this is your first time trying to access *eGrants,* go to **Section 1.2** of the *eGrants Manual.* This will give you step-by-step instructions for how to set up your computer for *eGrants*.

If you have followed these directions and you still cannot access *eGrants*, there may be several reasons why.

If you receive a blank, white screen when you try to log on, you may have a firewall issue. Contact your internal IT support staff and have them check your port settings. The issue can be resolved by setting up your system to allow *eGrants* to run using SSL (Secure Socket Layer) on port 443.

If you receive an error message indicating that there is a problem making a connection to *eGrants*, you are experiencing a problem connecting to the *eGrants* server. In most cases, changing your settings in your browser software should fix connection problems to *eGrants*. For instructions on how to change your settings, click here [link to **Overcoming *eGrants* Connection Problems** document]. If you change your settings and a connection is still not possible, please contact your designated help desk. For a list of help desks, click here.

## 3. How do I start a new grant application?

All organizations requesting funds from the Corporation for National and Community Service must complete the Application for Federal Assistance (SF424). When the Application for Federal Assistance (SF424) screen opens, there may or may not be data in the fields. If your organization has had a previous grant with the Corporation, the information from the old grant may appear.

To begin your new application, click the **Create Application** button. A pop-up window will be displayed with your organization's name already filled in. You can proceed with your application from here. You only need to use the Create Application button once for each application you start.

For more information on starting your application, go to **Section 3** of the *eGrants Manual*.

## 4. How do I find my saved application?

Once you begin an application, you can save it and return to it at any time. To retrieve your application, click Application for Federal Assistance (SF424) on the *eGrants* main menu.

The last application that was worked on will be displayed automatically. If the application you are looking for is not displayed, you can search for it or scroll through all of the organizations applications until you find the one you are looking for.

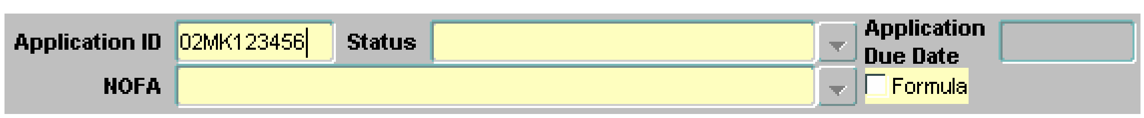
### Search for the specific application ID number.

If you know your application ID number, you can search for the specific application.

**1** Enter query mode by clicking the **Enter Query** button on the toolbar  (or by pressing F7).

All the fields in the screen will turn yellow.

**2** Type your application ID number in the **Application ID** box.



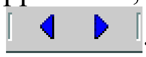

**3** Click the **Execute Query** button on the toolbar  (or press F8).

Your application will be displayed.

### Scroll through all applications for your organization

If your organization has more than one application started or submitted to the Corporation, you can manually scroll through all the applications for your organization to find the one you are looking for.

You will know that your organization has more than one application by the message that is displayed in the status bar at the bottom of the screen. When you first enter the Application for Federal Assistance (SF424), the status bar will display a message indicating which of the applications is being displayed.

**4** To find your application, use the blue arrows on the toolbar to scroll through the applications .

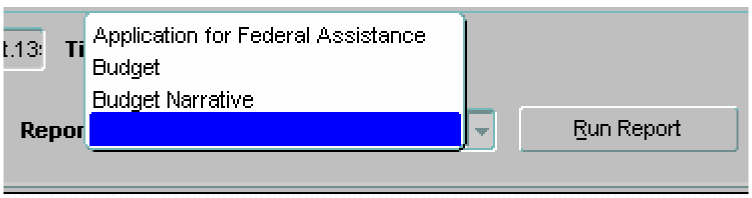
For more information on retrieving your application, go to **<u>Section 2.5.7</u>** of the *eGrants* Manual.

## 5. How do I print my application?

If you would like to print a hard copy of your application, you must generate an *eGrants* report.

**1** Go to the Application for Federal Assistance (SF424) screen.

**2** Select one of the reports you would like to run (SF424, Budget, or Budget Narrative) from the drop down list.




**3** Click the **Run Report** button.

*eGrants* will generate the selected report. The report will be displayed in a new Adobe Acrobat Reader window.

**4** You may print your report using the Print button on the Adobe Acrobat Reader toolbar.

For more information on printing your application, go to **<u>Section 2.5.8</u>** of the *eGrants* Manual.

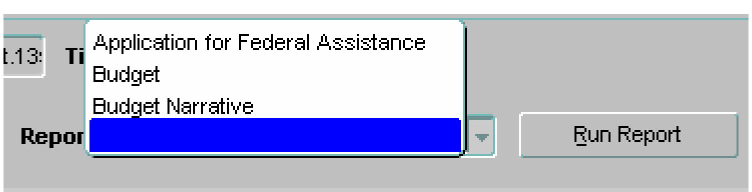
## 6. How do I save a copy of my application?

Your application is automatically saved to a central database, so you are not required to save your application to your local hard drive or to a floppy disk. If you would like to save a copy, you must run a report in *eGrants*.

**Note:** You must have Adobe Acrobat Reader 5.0 or higher to save your report.

**1** Go to the Application for Federal Assistance (SF424) screen.

**2** Select one of the reports you would like to run (SF424, Budget, or Budget Narrative) from the drop down list.




**3** Click the **Run Report** button.

*eGrants* will generate the selected report. The report will be displayed in a new Adobe Acrobat Reader window.

**4** You may save your report using the Save button on the Adobe Acrobat Reader toolbar.

For more information on saving your application, go to **Section 2.5.9** of the *eGrants* Manual.

## 7. How do I submit my application to the Corporation?

When the application is verified, you may submit your application to the Corporation by clicking the **Submit Application** button on the Applicant tab of the Application for Federal Assistance (SF424) window. You will see a message indicating that the application has been successfully submitted to the Corporation.

For more information on submitting your application, go to Section 3 of the *eGrants* Manual.

## 8. How do I update my project's information after I have submitted a grant?

**Note:** To update your project's information (such as names, addresses, phone numbers, etc.), you must have role of Grantee Administrator. If the **Reference Data** folder appears in the *eGrants* main menu tree, you have the Grantee Administrator role. If the Reference Data folder does not appear in the menu tree, you do not have the necessary role. For more information about the roles in *eGrants*, see **Section 2.3** of the *eGrants Manual.*

### To update your organization's profile

**1** Click the **Reference Data** folder to expand the tree.

**2** Double-click **People Information** to open the Maintain People screen.

The Maintain People screen will be displayed with your organization's information.

**3** Click the **Edit** button.

Your organization's profile will be displayed.

**4** Review the information and make any necessary changes.

**5** To update user accounts, highlight the row that contains the user's name, and make the necessary changes.

**6** Click the **Save** button to save your updated organization information.

The Maintain People screen will be displayed with your organization's updated information.

For more information, go to **Section 2.6** of the *eGrants Manual*.

## 9. What is a grantee administrator?

The grantee administrator is a member of the grantee organization's staff who is responsible for maintaining the organization's *eGrants* account. The role is usually assigned to the first user to create an account for an organization. More than one person may have the grantee administrator role in an organization.

The grantee administrator is responsible for account security, updating the organization's information, and assigning roles to staff.

### Account Security

The grantee administrator is responsible for monitoring user accounts, and ensuring that no unauthorized users have access to organization information. If an individual leaves an organization, they should no longer have access to *eGrants*. The grantee administrator must deactivate their account.

### Updating the Organization's Information

The grantee administrator is responsible for updating the organization's contact information when necessary. At State Commissions, the grantee administrators will also be responsible for entering the commissioner's contact information.

### Assigning Roles to Staff

The grantee administrator can assign the grantee and grantee administrator roles to other staff members. It is strongly recommended that the organization have more than one grantee administrator if the organization is large, and whenever the grantee administrator will be out of the office for a period of time.

When a new user creates an account, the grantee administrator will be notified by e-mail. To activate the account, the grantee administrator must assign the grantee role to the user. The user will not be able to access *eGrants* until the role has been assigned.

For detailed instructions on each of these actions, go to **Sections 2.3 and 2.6** of the *eGrants Manual*.